



may lindstrom

818 N Spring St, #302
Los Angeles, CA 90012

August 14, 2018

Via ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. § 160(c) to
Accelerate Investment in Broadband and Next-Generation Networks, WC
Docket No. 18-141

Dear Ms. Dortch,

I am writing to you on behalf of May Lindstrom Skin, LLC. We manufacture and distribute a line of organic luxury skincare around the world from our small headquarters in Los Angeles. We have a fully cloud-based IT stack, a third of our employees are remote and depend on Zoom video conferencing and Slack to communicate with the rest of us and to educate our global client base. And as we've grown, our own B2C e-commerce sales have dwarfed the sales of any of our prestigious retail partners (Net-A-Porter, Neiman Marcus, Barneys NYC, etc). We are a Sonic customer, and we urge you not to grant USTelecom's petition.

When the company first became large enough to justify its own commercial space, it was shocking how poor AT&T's commercial internet offering was compared to what I could access from my home. 3 MB/s down was the absolute fastest offering available from AT&T in 2014 and a year later when I wanted to level-up our offering (adding an additional measly 3 MB/s), that "speed" was no longer even available. 1.5 MB/s was the best AT&T could do. Our shipping team could immaculately pack one of our beautiful packages faster than our computers would be able to refresh data from our shipping software servers. It was madness.

AT&T was unresponsive to our requests for improved speed, and I had tried multiple times to bring Time Warner Cable into the building (I was literally willing



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to pay many thousand dollars a month to provide internet to every tenant in our building to make the contract attractive enough for TWC to actually do it. But they never followed-through on their promises. I actually have 3 signed contracts with them that they never completed.

And then we found Sonic, and within a month they had improved system performance by 3x using AT&T's same infrastructure. Sonic actually identified damaged data lines that had prevented us from actually receiving the 3MB/s that AT&T had been selling us for years. Sonic has delivered stable symmetric 10 MB/s/10 MB/s service for multiple years now, allowing my company to thrive.

When we bought a new headquarters a few miles away, the first call I made after getting the keys was to Sonic to come setup our new internet. I actually called them during escrow to make sure they could service my new address. If they hadn't been able to, there's a good chance I wouldn't have followed through with the purchase. High speed internet is the single most important utility for the modern business. The service at our new building is symmetric 30 MB/s, and I can't wait to move in and level-up our internet!

If Sonic was no longer an available option, my business would be crippled. The rest of the commercial internet providers are so slow (in internet and real-world speed) and poor at keeping promises, that I really wouldn't know what to do. I might have to lay off my shipping team and outsource our fulfillment to a 3rd party company with better internet.

Please do not end the ability of providers like Sonic to offer an alternative to the incumbent providers.

Sincerely,

Robert Metcalf
COO, May Lindstrom Skin